Insurance Council
BRITISH COLUMBIA

Course Registration and Completion Guide

V.1.4

2025 Insurance Council of British Columbia

Contents

Understanding the Continuing Education Page 2
Registering and Paying for the Course 3
Accessing the Course 11
Completing the Course 14
Opening and Downloading your CE Certificate 18
Changing your Password in the Learning Management System 19
Resetting your Password in the Learning Management System 22

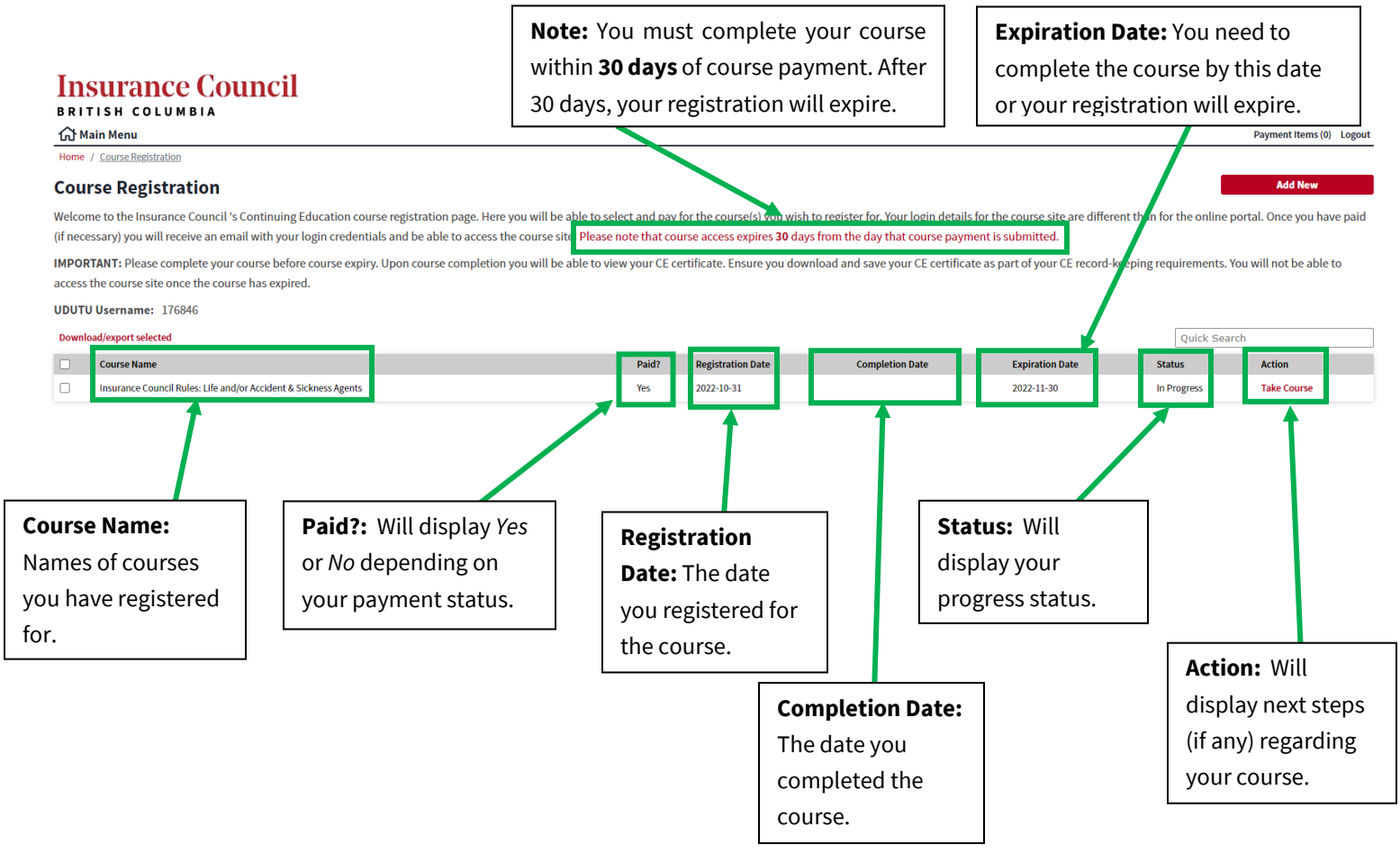
About this Guide:
The Insurance Council of British Columbia offers Continuing Education including free and user-pay courses and sessions for applicants and licensees. Please view this guide prior to registering to help you understand the registration system.

This guide provides step-by-step instructions on how to register, pay for (if applicable) and complete courses provided by the Insurance Council of BC, with screenshots **below** each step.

Registering for and Completing a Continuing Education Course

Understanding the Continuing Education Page

Below you will find tips and information to better help you under the Course Registration page in the online portal. You will see this page after completing steps 1-3 for registering and paying (if necessary) for your course.

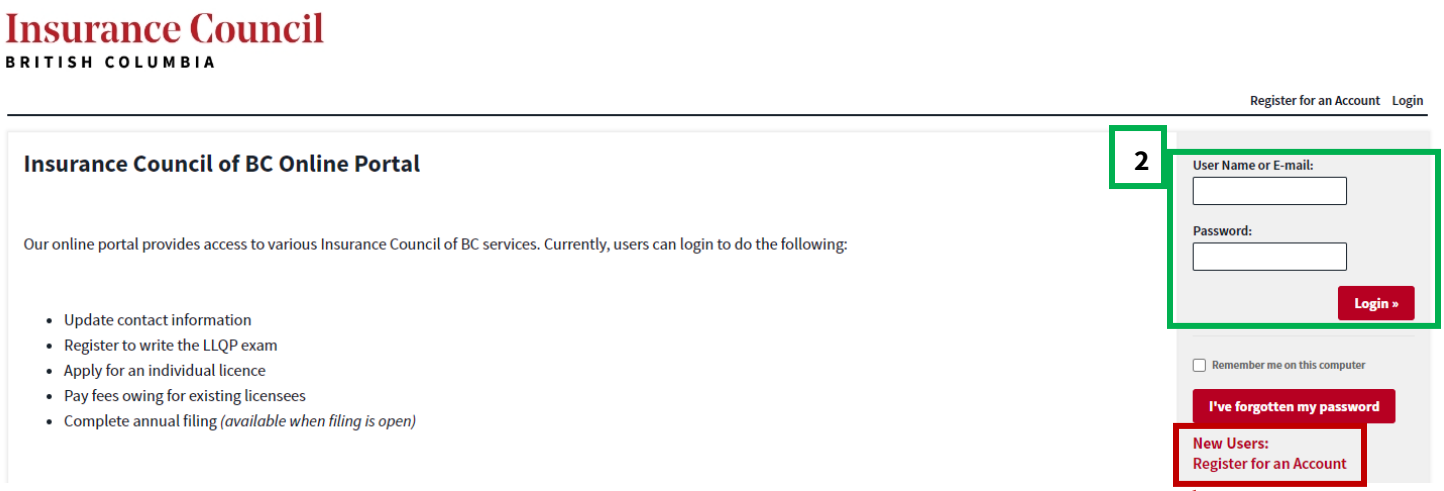


Registering and Paying for the Course

Step 1: Go to the online portal.
To access the online portal, go to the Insurance Council of British Columbia website and click on **"Portal Login."**



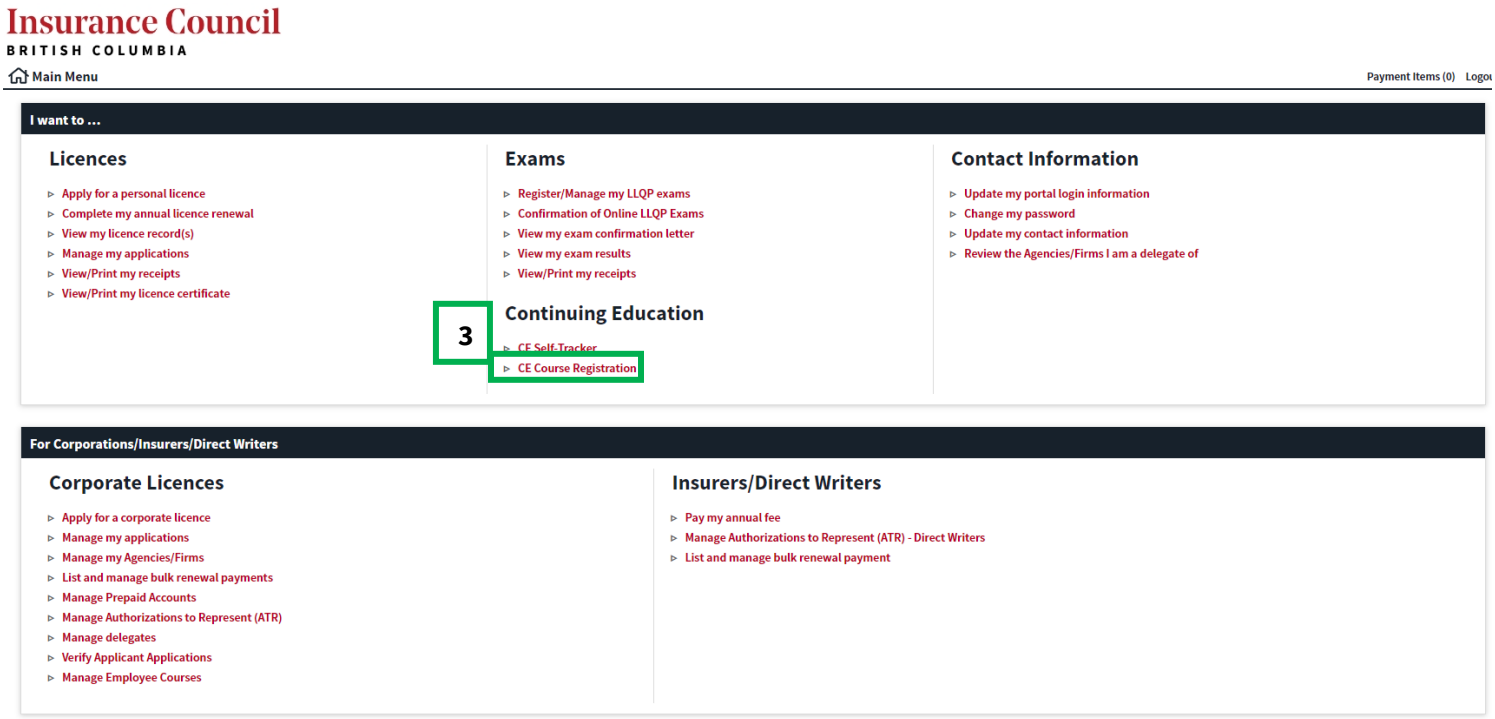
Step 2: Enter your login information.



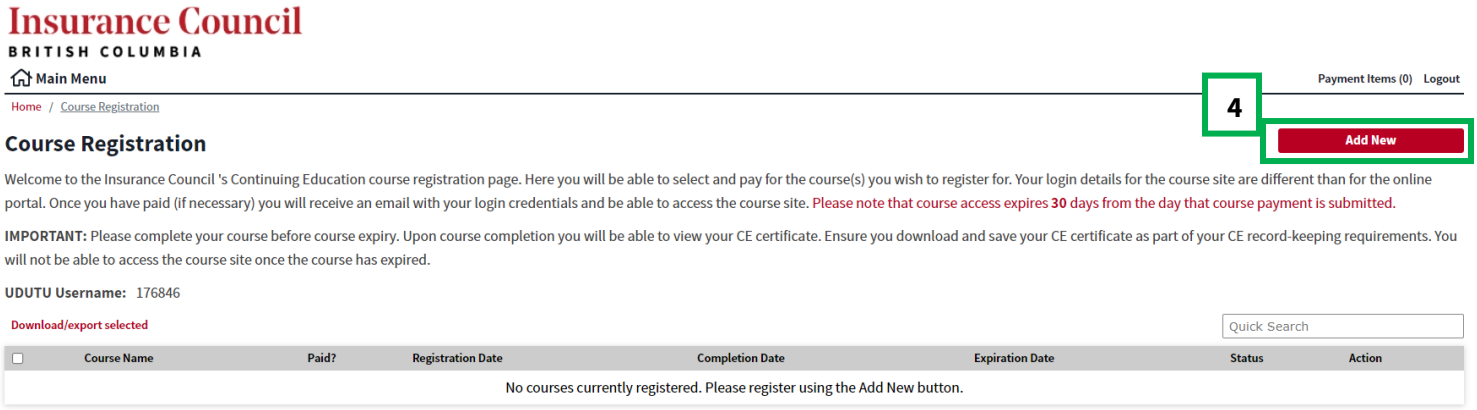
If you do not currently have a portal account, you will first need to register for an account.

Note: If you are a licensee, former licensee, or have previously used the online portal you will already have a portal account and do not need to register for one.

Step 3: Once you have entered your login information on the online portal, you will see a main menu. Under **"Continuing Education"**, click on **"CE Course Registration."**

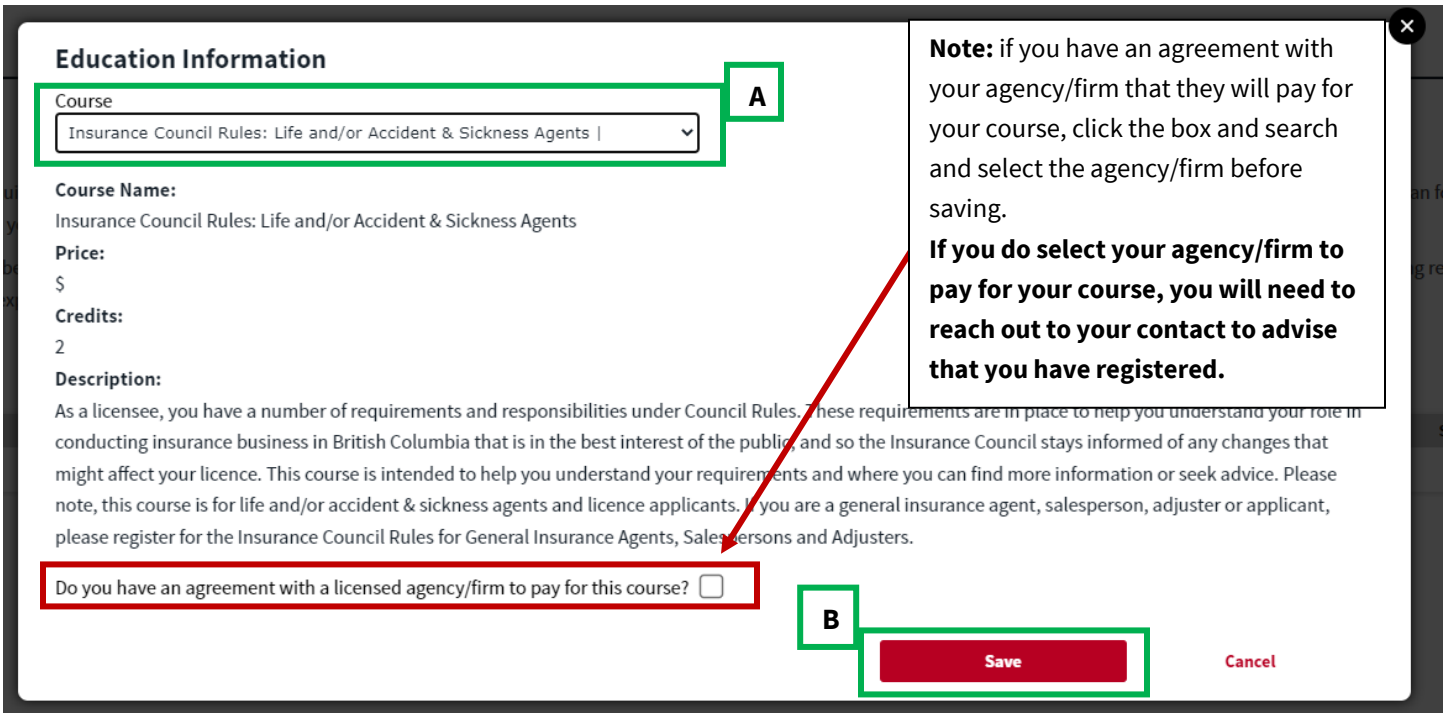


Step 4: Review the details about course registration. Click on **"Add New"** and a dialogue box will appear.



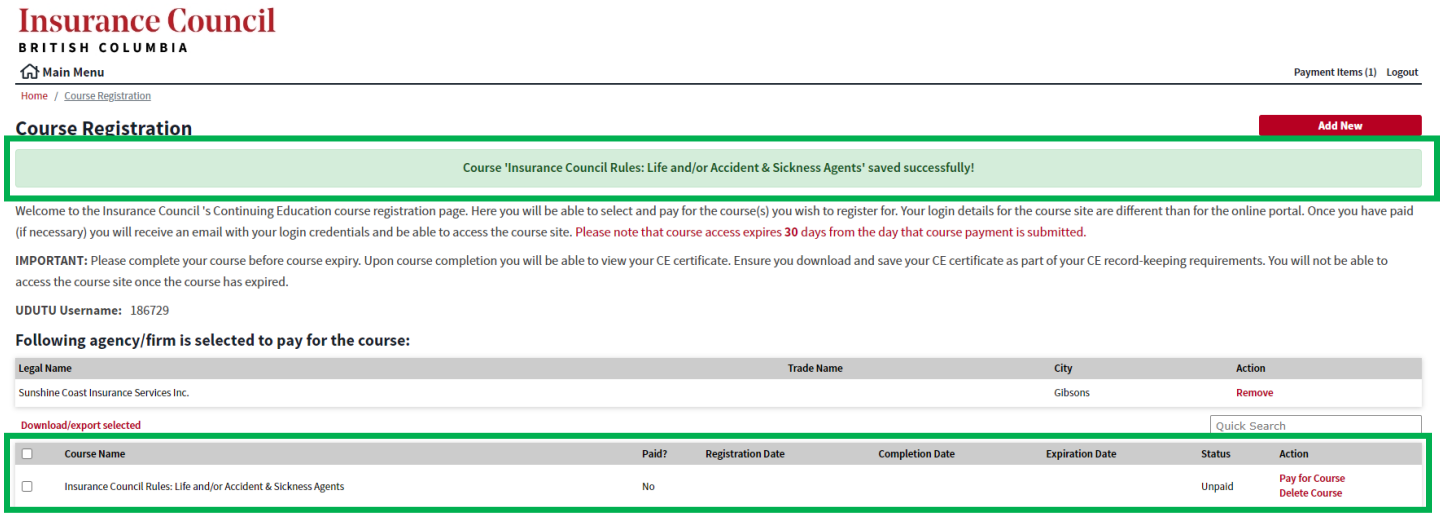
Step 5: Select the course you wish to take from the drop down. If you are satisfied with the description and price, click **"Save" (A-B below)**. If you would like to add another course, repeat steps 4-5 to add additional courses.

Note: The course shown in the screenshot below is an example, please read the title and description of the course you select prior to saving to ensure you are registering for the correct course.

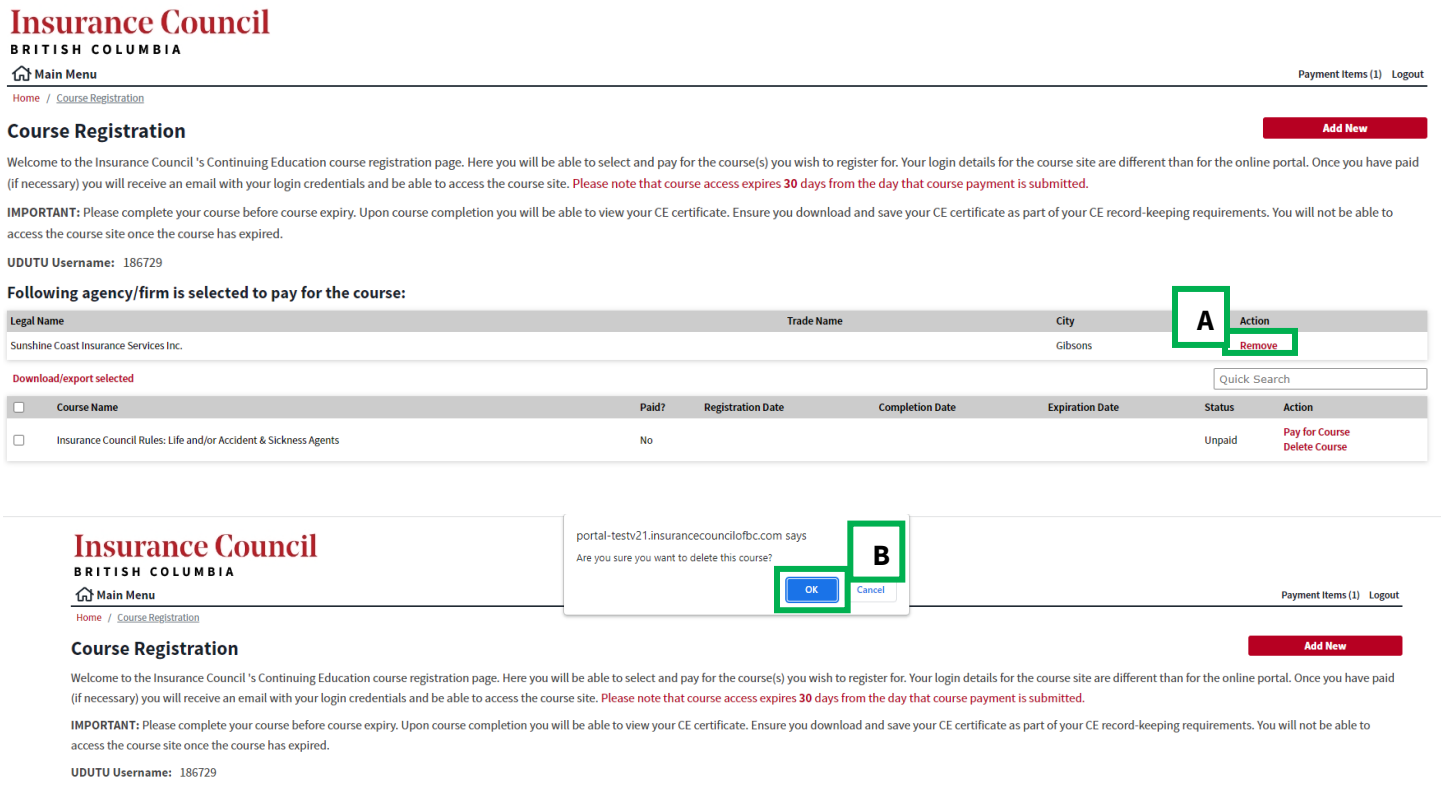


Note: If you decide not to register for a course you selected, select another course from the dropdown or click **"Cancel."**

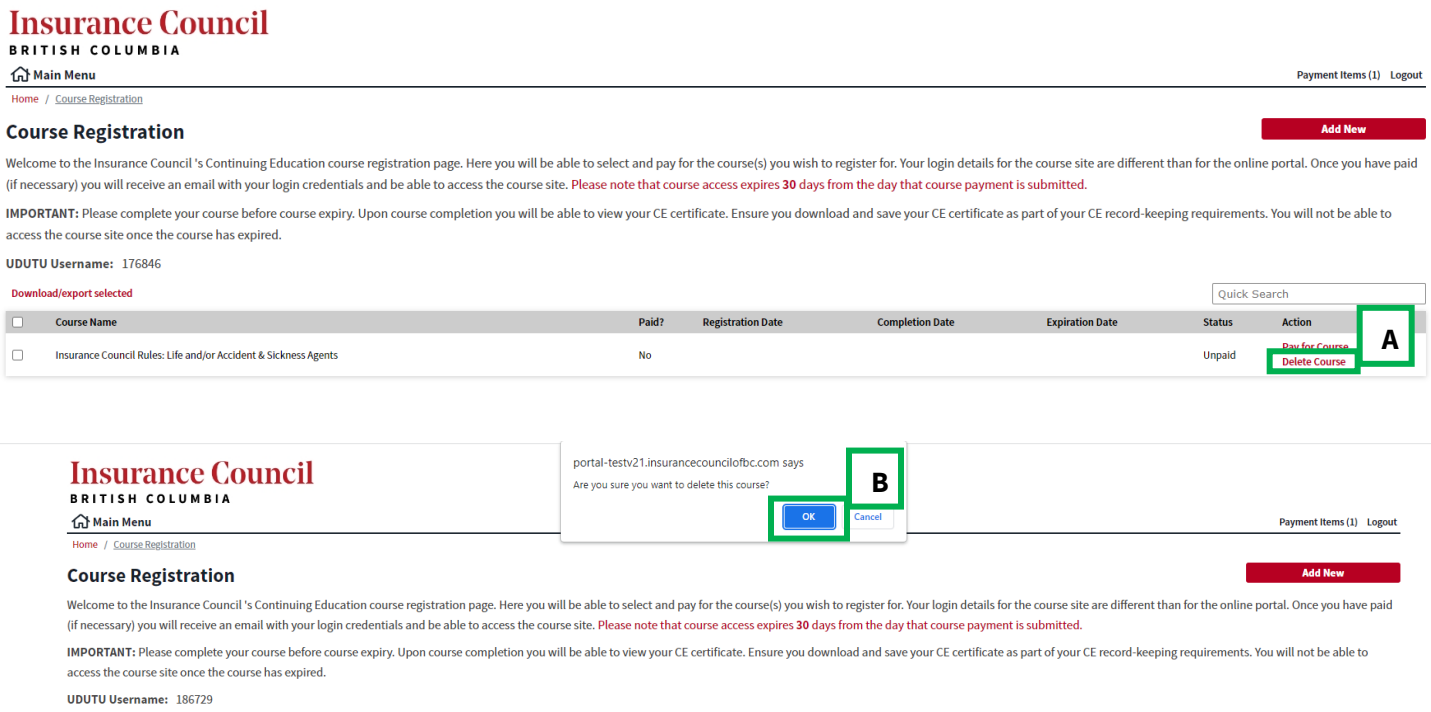
Step 6: Find the course name in the table below under **"Course Name"** to confirm that your course has been successfully added.



Note: If you no longer wish to have your agency/firm pay for the course select **"Remove"** under the "Action" column **(A)** followed by **"OK" (B)**.

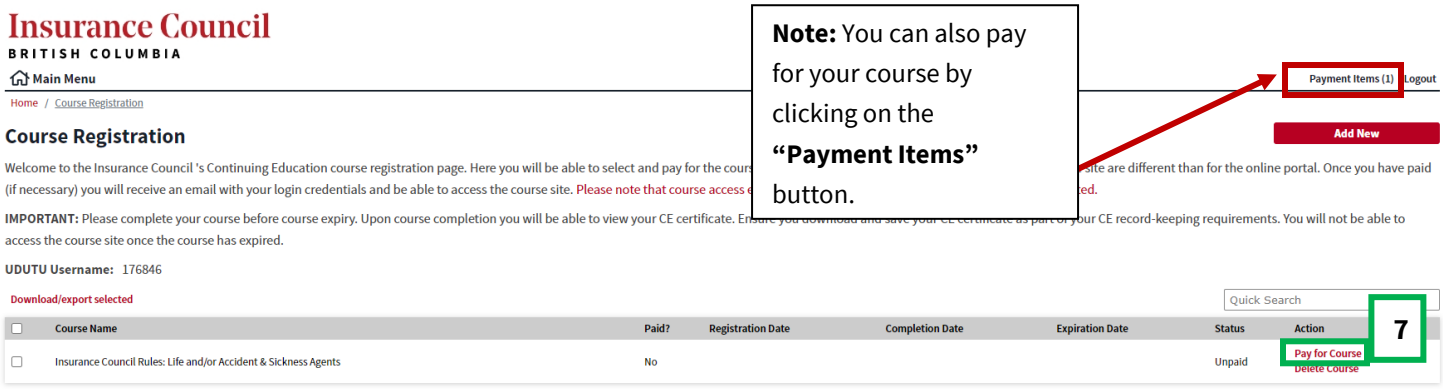


Note: If you'd like to remove a course prior to paying for it, please select **"Delete Course"** under the "Action" column **(A)** followed by **"OK" (B)**.



Step 7: To pay for the course, click on **"Pay for Course"** under **"Action."**

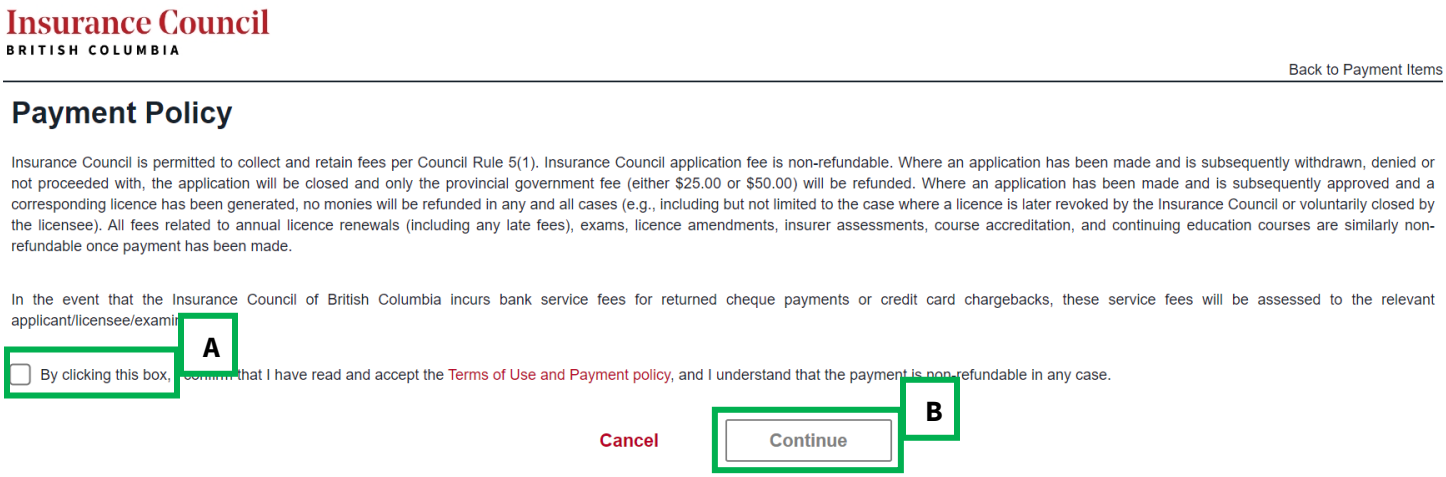
Note: If the course you are registering for is free, please move on to **"Accessing and Completing your Course."** If your agency is paying for your course, you will need to wait for them to complete payment first.



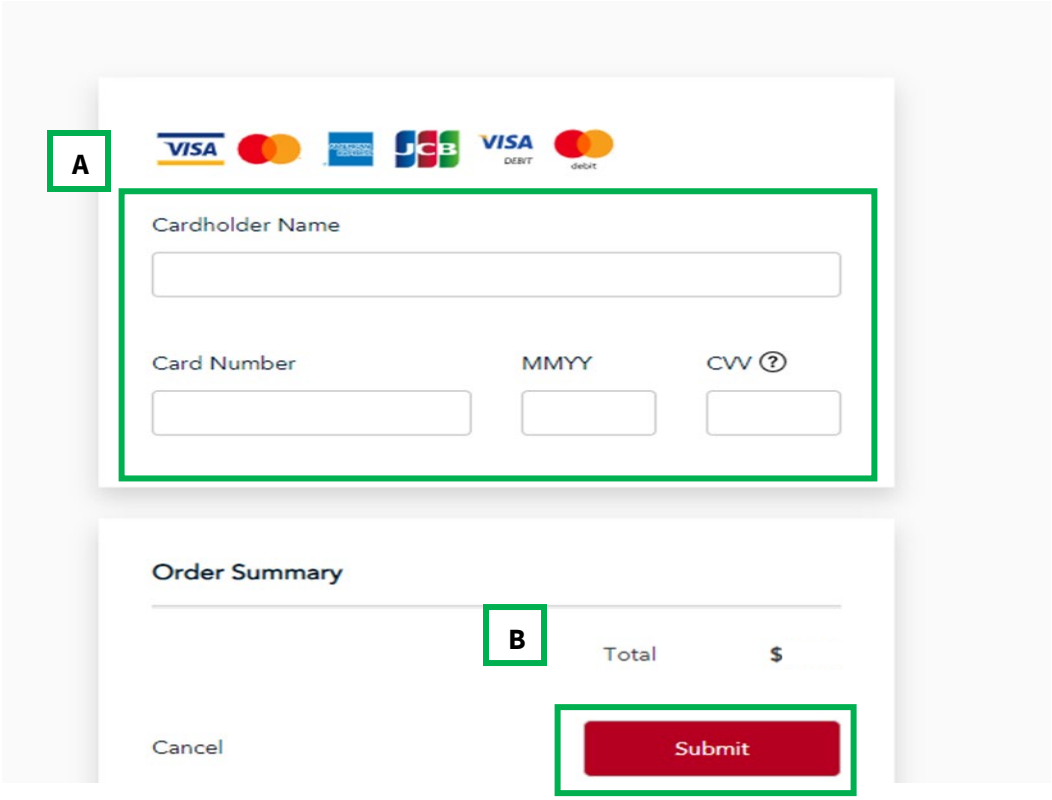
Step 8: Click **"Pay Fees."**



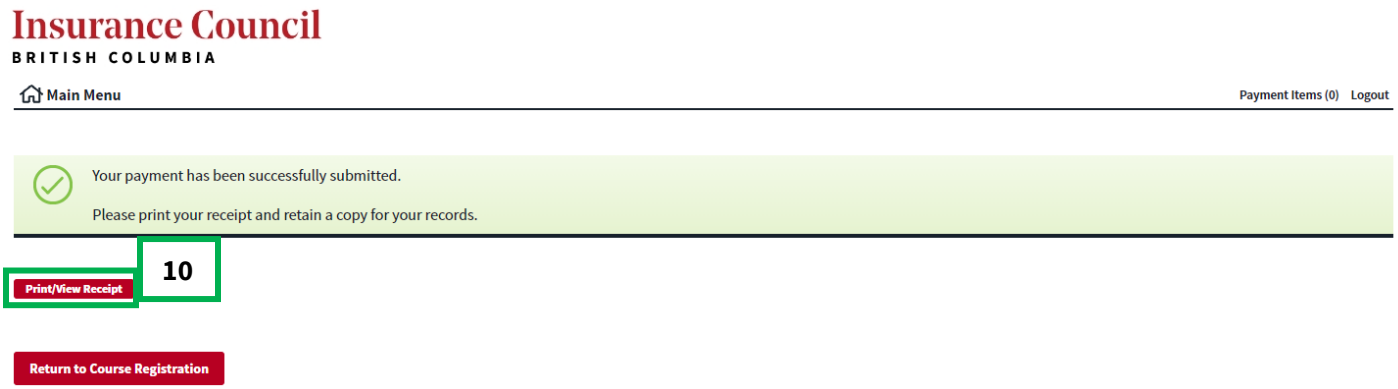
Step 9: Review the Terms of User and Payment policy, if you wish to continue click the box **(A)** accept and click **"Continue" (B)**.



Step 9: (A) fill out your credit card information and click **(B) "Submit."**

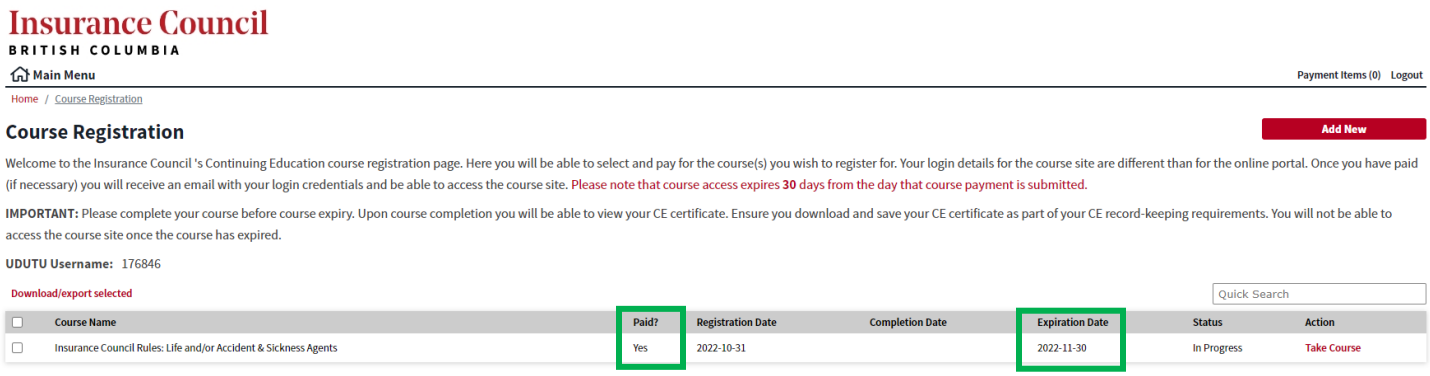


Step 10: Once you complete your payment, you will see confirmation that it has been successfully submitted. You will also receive an email receipt. You can also click **"Print/View Receipt."**



You will see payment confirmed on the main course registration menu under **"Paid"** as well as the **"Expiration Date."**

Please Note: You must complete the course by the expiration date as you will no longer have access to the learning site after course expiration.



Accessing the Course

Step 1: Once your course is paid for you will receive an email with your log in details **(A)** and a link to access the course **(B)**.

From: Education - Insurance Council of BC <education@insurancecouncilofbc.com>
Sent:
To: Example Name
Subject: CE Course Registration Successful

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Example Name

You have successfully register[illegible]ourse through the Insurance Council of British Columbia. You can access your course using the "Take Course" link on the Online Portal or by clicking here.

A

Your login credentials are:

Username - 111000

Password - 11110000

It is recommended that you update your password on your first login.

B

Note: We recommend that you change your password once you log in.

A reminder that the course expires 30 days from date of registration. Please note that course fees are non-refundable and non-transferable

Step 2: To take the course you can either click **"here"** in the email with your log in details **(A)** or go to the Course Registration page in the Online Portal and click **"Take Course"** under Actions **(B)**.

From: Education - Insurance Council of BC <education@insurancecouncilofbc.com>
Sent:
To: Example Name
Subject: CE Course Registration Successful

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Example Name

You have successfully registered for a course through the Insurance Council of British Columbia. You can access your course using the "Take Course" link on the Online Portal or by clicking here.

A

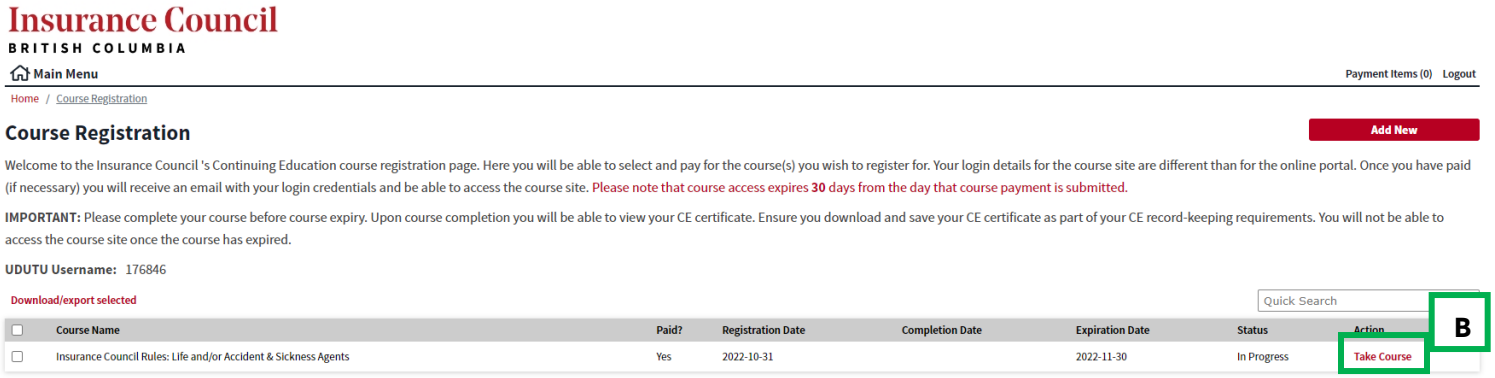
Your login credentials are:

Username - 111000

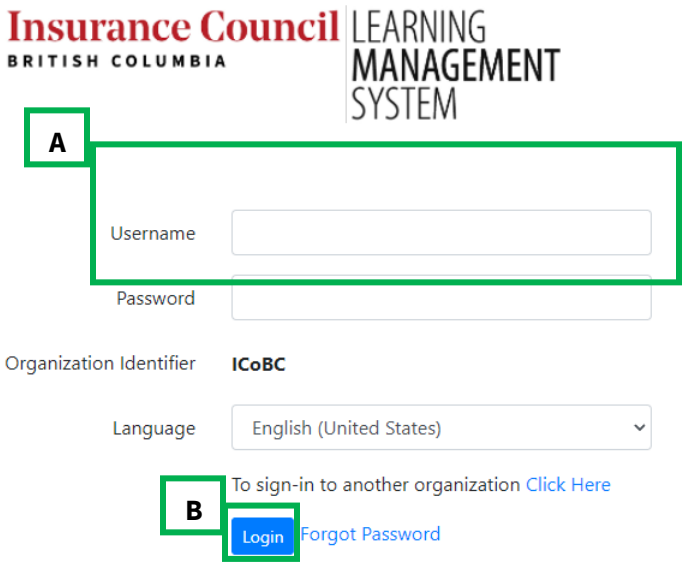
Password - 11110000

It is recommended that you update your password on your first login.

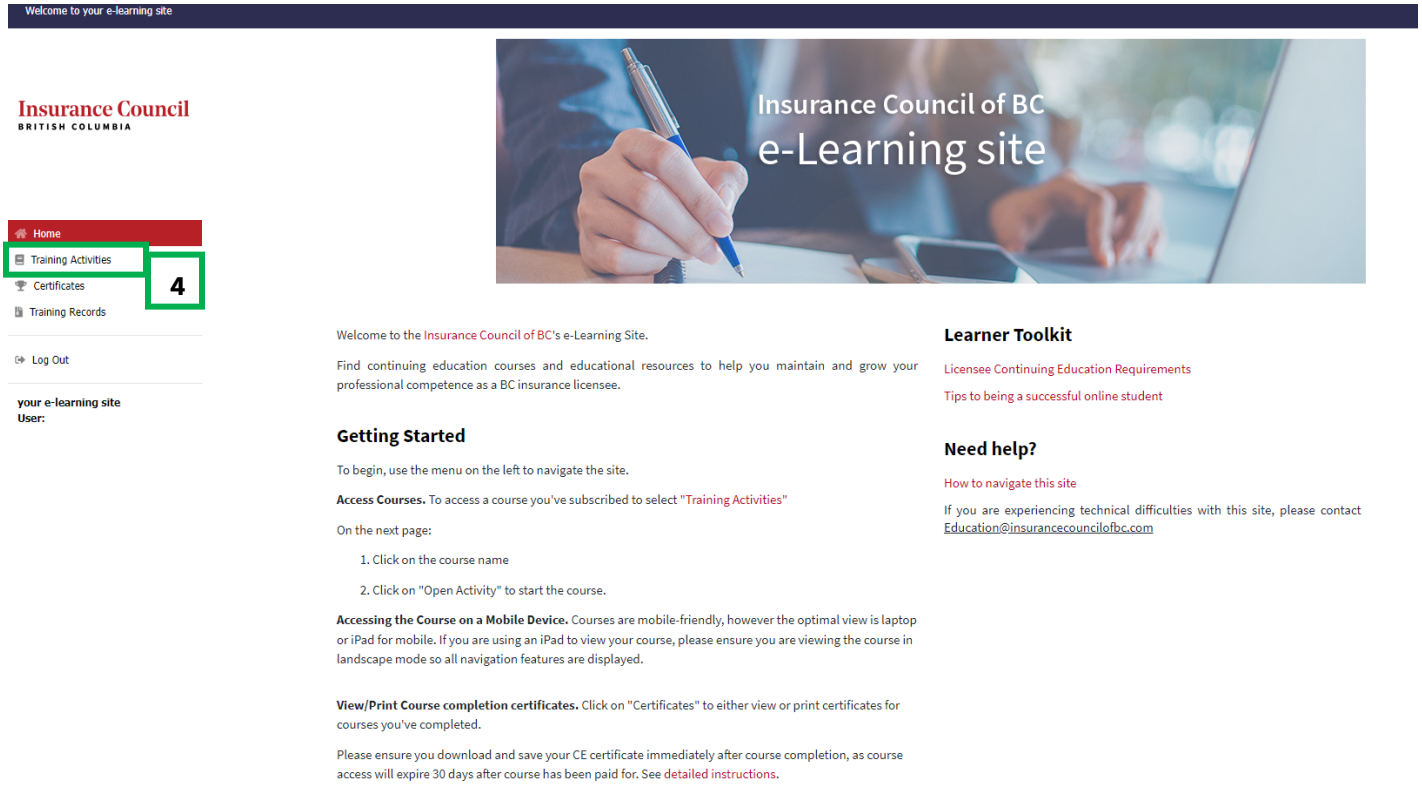
A reminder that the course expires 30 days from date of registration. Please note that course fees are non-refundable and non-transferable



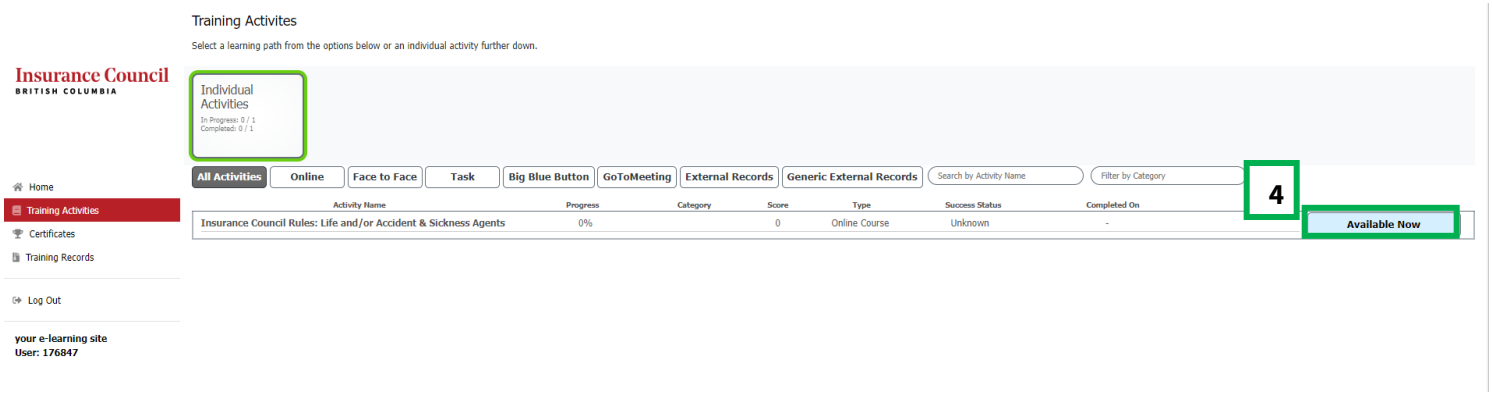
Step 3: Once you use either option in step 2 to take the course, you will be taken to a separate browser window for the Learning Management System. Enter your login details **(A)** and click **"Login" (B)**.



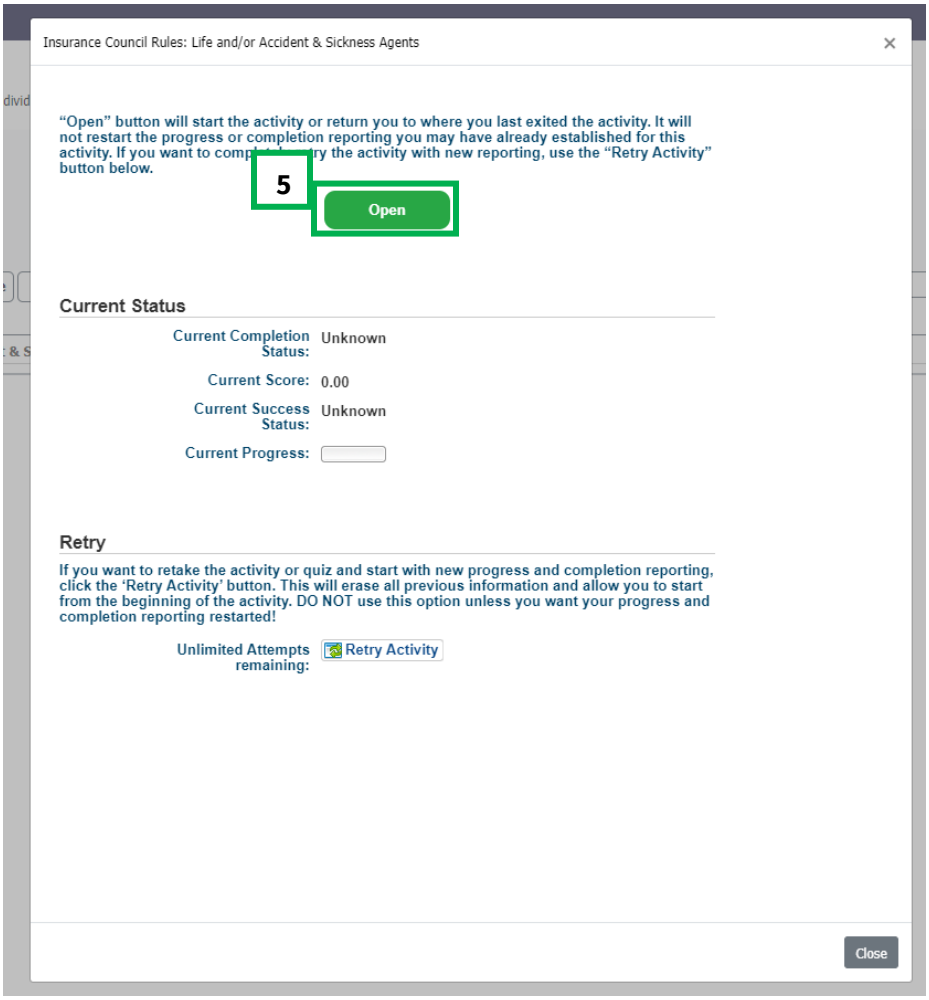
Step 4: Review the details on the e-Learning site home page and click on **"Training Activities."**



Step 4: On the right-hand side of screen, beside the course you want to complete, click on the button **"Available Now."**



Step 5: Click **"Open."**



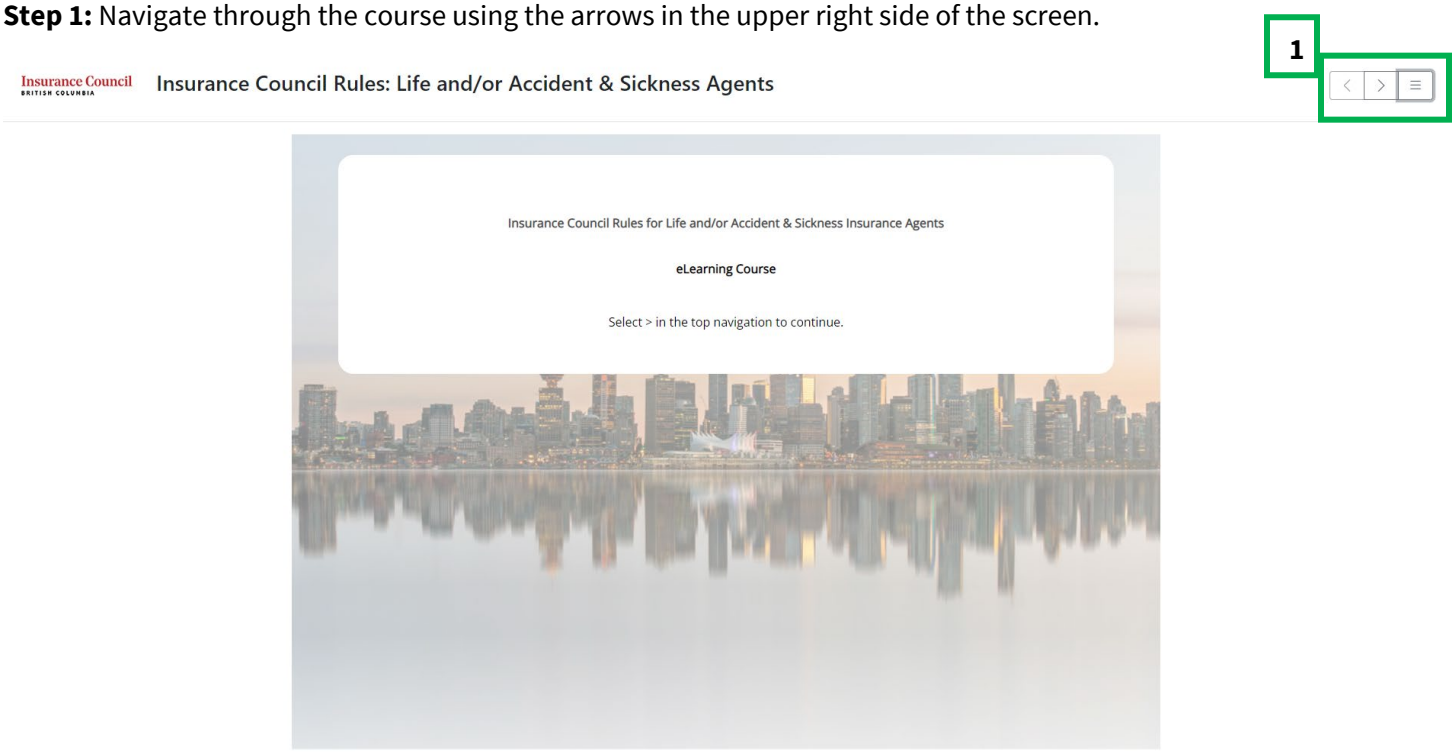
Step 6: A separate browser window will pop-up, launching the course.

Completing the Course

Accessing the Course on Mobile Device: Courses are mobile-friendly, however the optimal view is on desktop/laptop, or iPad for mobile. If you are using an iPad to view your course, please ensure it is in landscape mode so all navigation features will display.

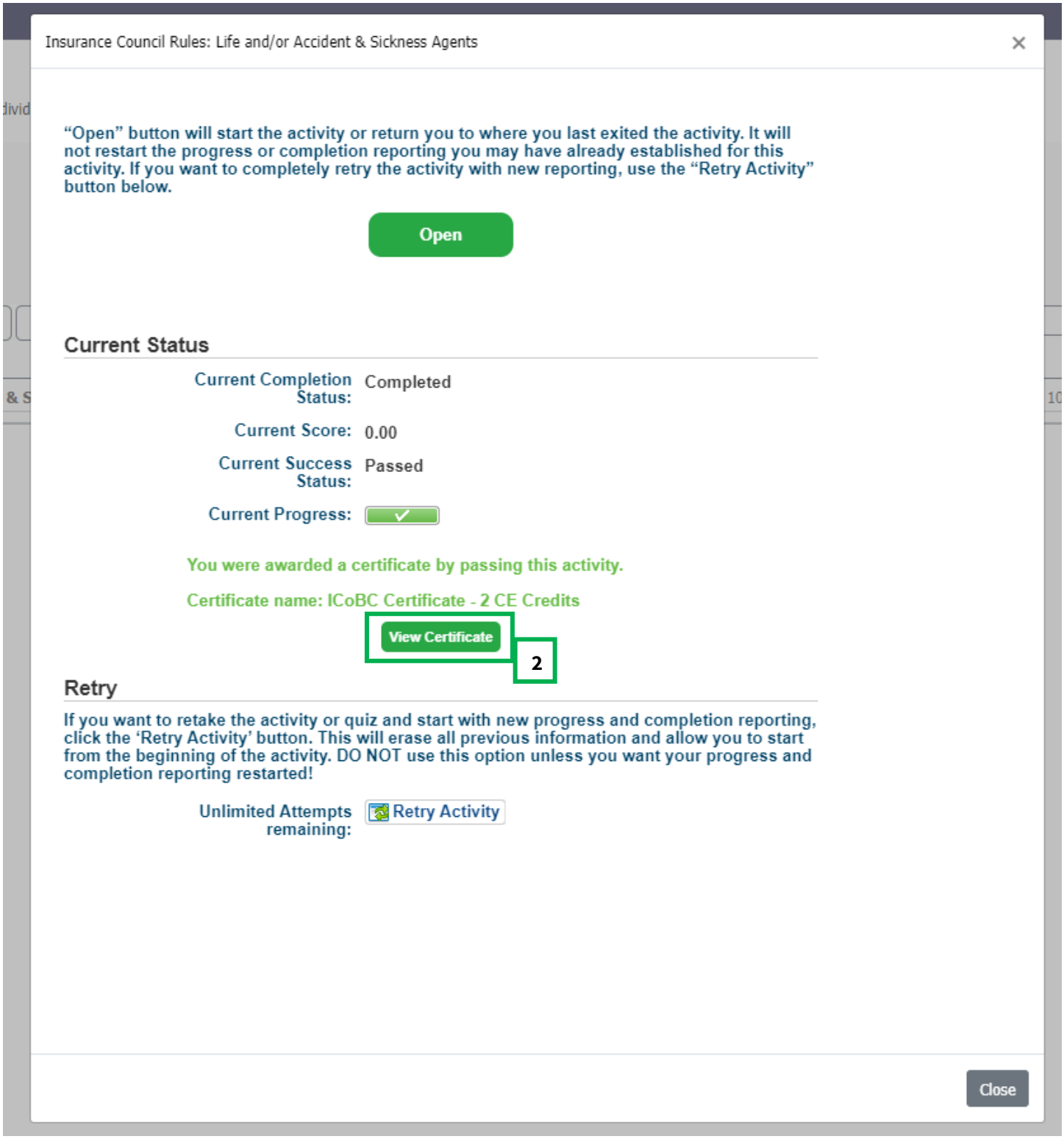
Note: You have 30 days from the date of registration to complete your course, otherwise your course access will expire.

Step 1: Navigate through the course using the arrows in the upper right side of the screen.



Note: If you need to step away from your computer while taking the course, please close the course window and log out of the LMS to ensure the LMS will continue to track your progress when you re-open the course.

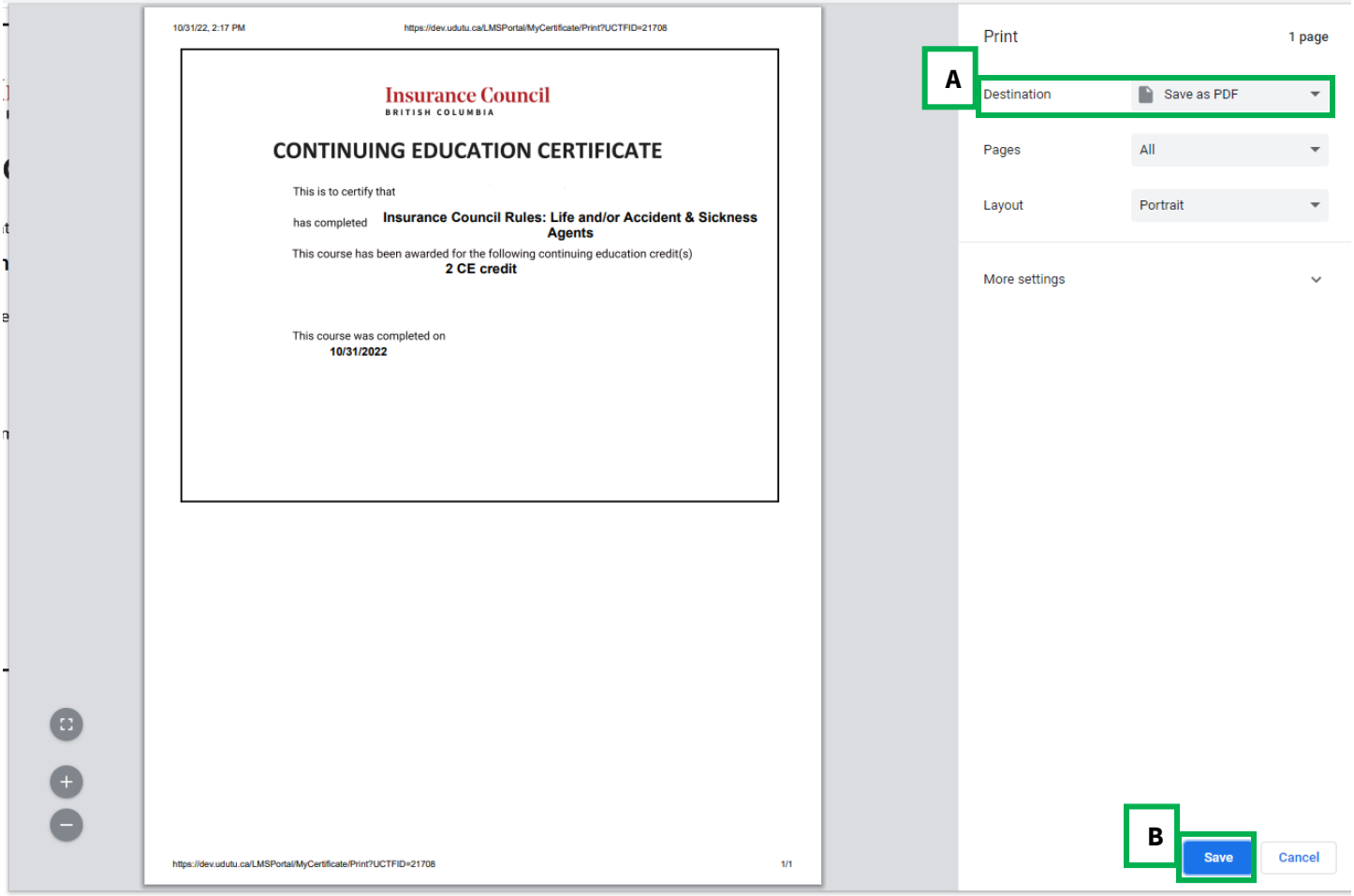
Step 2: Once you've completed the course and exit the pop-up browser window, you will see a screen displaying your completion status. Click **"View Certificate"** to download your CE Certificate.



Step 3: A new browser tab will open with your certificate. To print or save click **"Print."**



Step 4: Using the drop down **(A)** either choose your printer or **"Save as PDF"** followed by **"Print"** or **"Save"** at the bottom **(B).** Please note, depending on your browser or operating system the format may look different.

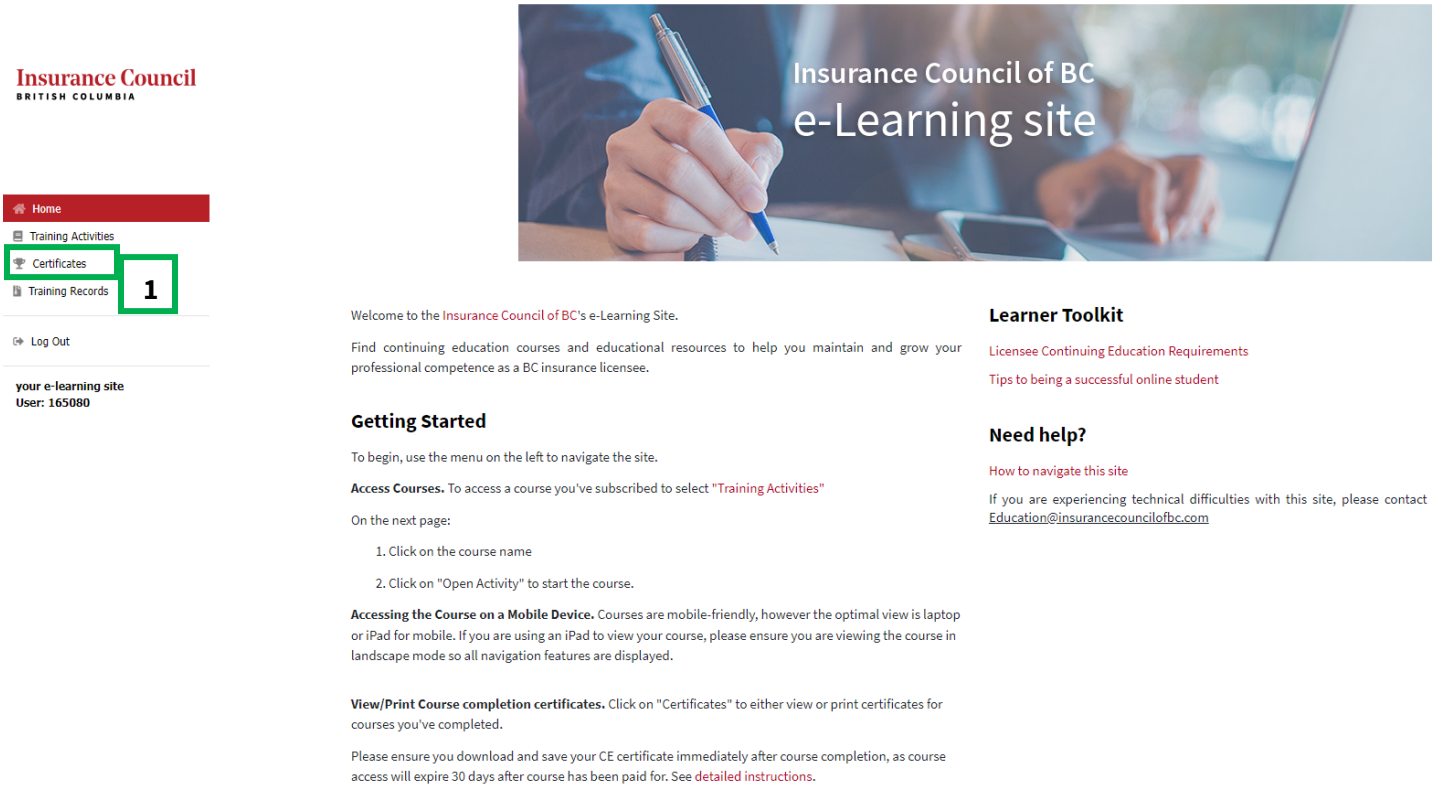


It is important that you download and save your certificate immediately after course completion for your records. You have 30 days following payment to access your certificate, after which your course access will expire.

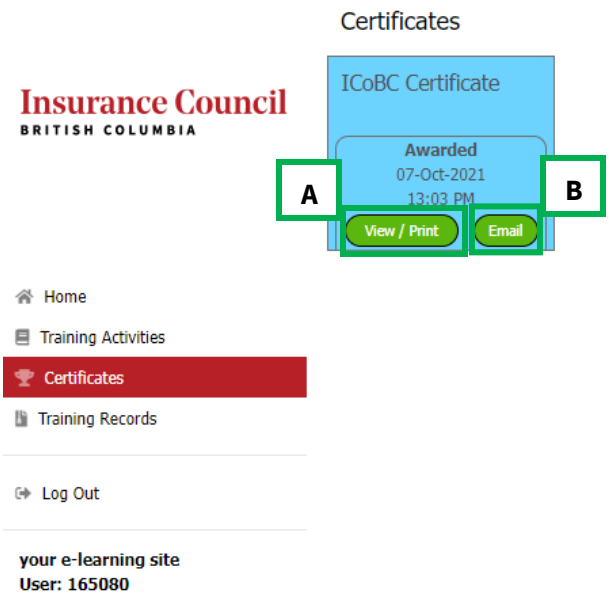
Note: You can also view your Certificate (within 30 days of registration) through the e-Learning site home page as shown below.

Opening and Downloading your CE Certificate

Step 1: On the e-Learning site home page, click **"Certificates."**



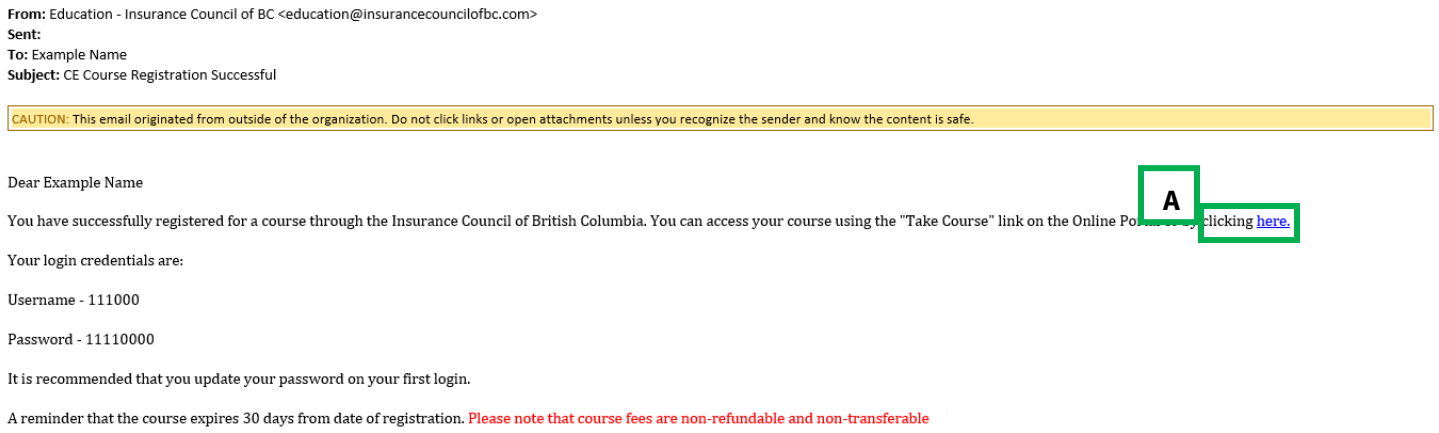
Step 2: Under the certificate you would like to save, either click **(A) "View/Print"** (and follow Step 4 above) or **(B) "Email"** to email yourself a copy of the certificate.



Changing your Password in the Learning Management System

We recommend that you change your password when you first enter the Learning Management. Use the following instructions to change your password.

Step 1: To log in to the Learning Management System click on the link in the email with your log in details **(A)** or click **"Take Course"** beside the course in the Course Registration page of the Portal **(B)**.



From: Education - Insurance Council of BC <education@insurancecouncilofbc.com>
Sent:
To: Example Name
Subject: CE Course Registration Successful

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Example Name

You have successfully registered for a course through the Insurance Council of British Columbia. You can access your course using the "Take Course" link on the Online Po… by clicking here.

A

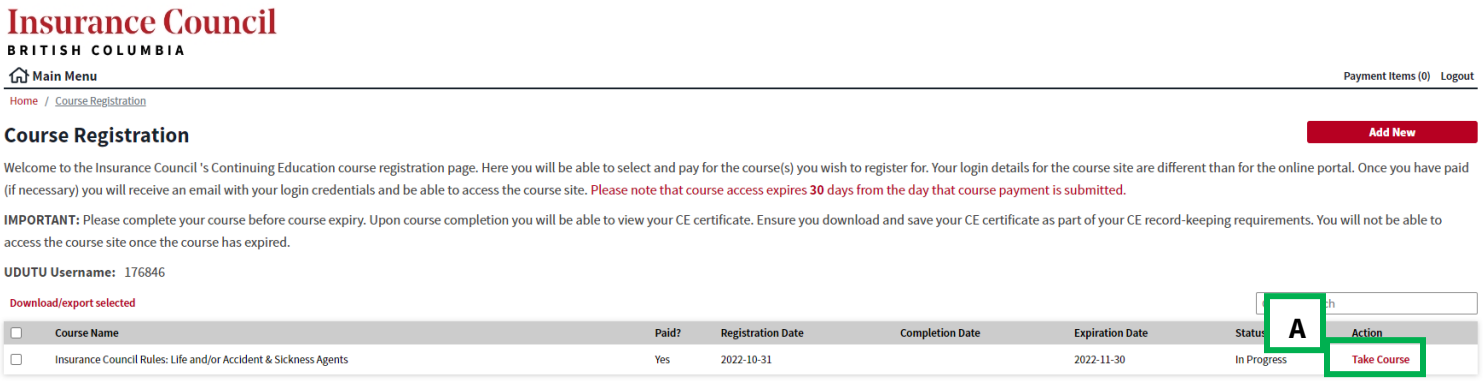
Your login credentials are:

Username - 111000

Password - 11110000

It is recommended that you update your password on your first login.

A reminder that the course expires 30 days from date of registration. Please note that course fees are non-refundable and non-transferable



Insurance Council
BRITISH COLUMBIA

Main Menu — Payment Items (0) Logout

Home / Course Registration

Course Registration — Add New

Welcome to the Insurance Council 's Continuing Education course registration page. Here you will be able to select and pay for the course(s) you wish to register for. Your login details for the course site are different than for the online portal. Once you have paid (if necessary) you will receive an email with your login credentials and be able to access the course site. Please note that course access expires **30** days from the day that course payment is submitted.

IMPORTANT: Please complete your course before course expiry. Upon course completion you will be able to view your CE certificate. Ensure you download and save your CE certificate as part of your CE record-keeping requirements. You will not be able to access the course site once the course has expired.

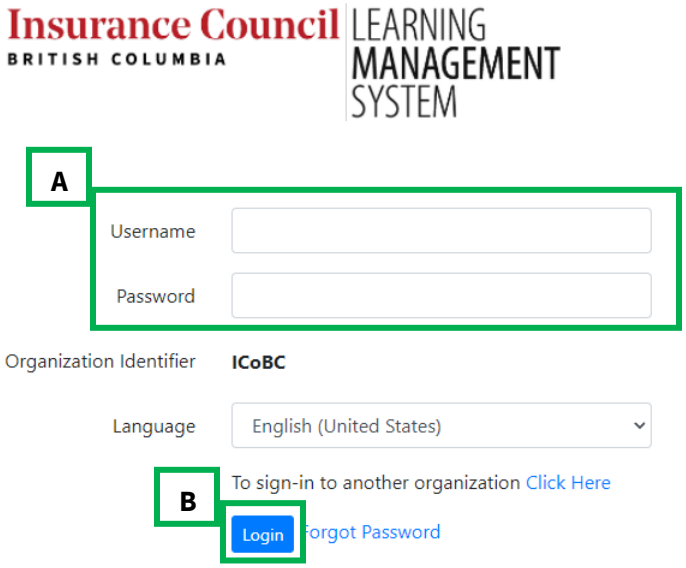
UDUTU Username: 176846

Download/export selected

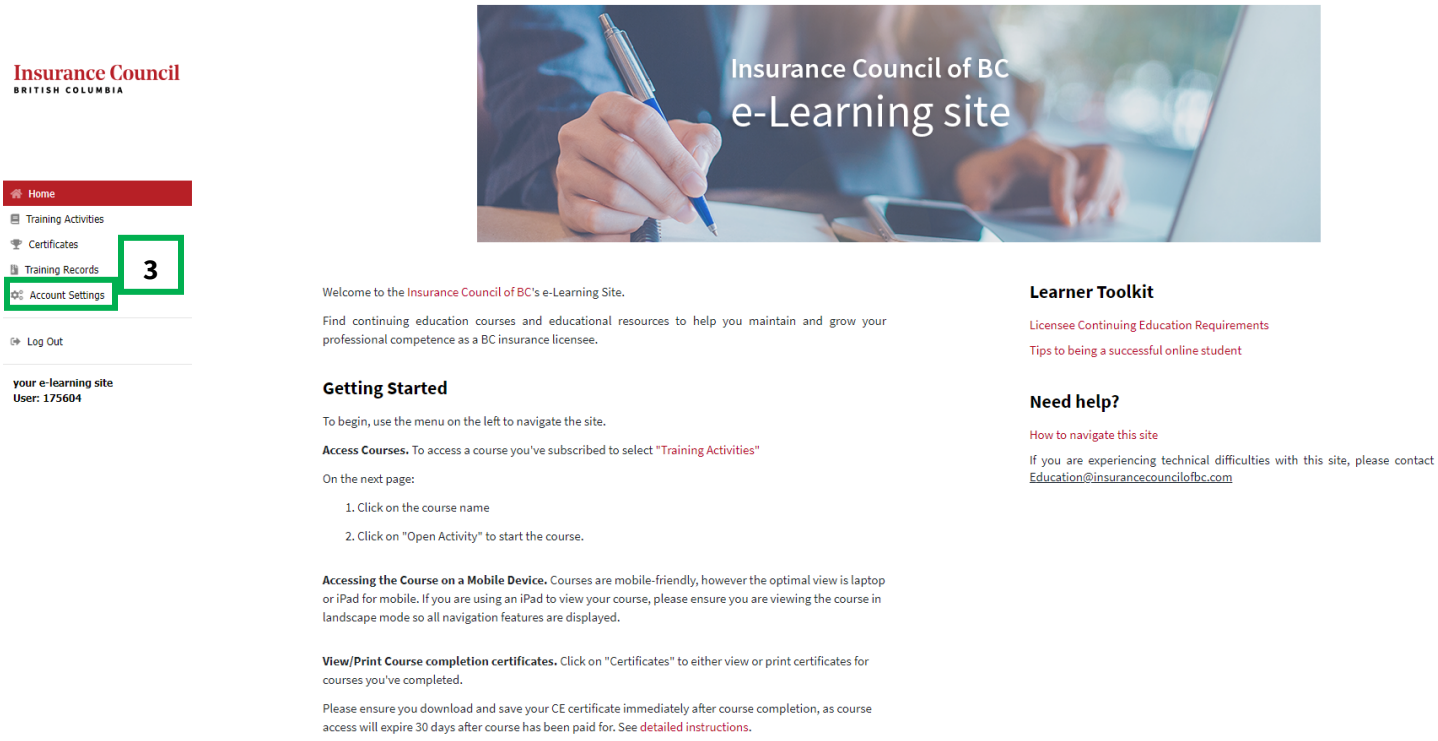
A

Course Name	Paid?	Registration Date	Completion Date	Expiration Date	Status	Action
Insurance Council Rules: Life and/or Accident & Sickness Agents	Yes	2022-10-31		2022-11-30	In Progress	Take Course

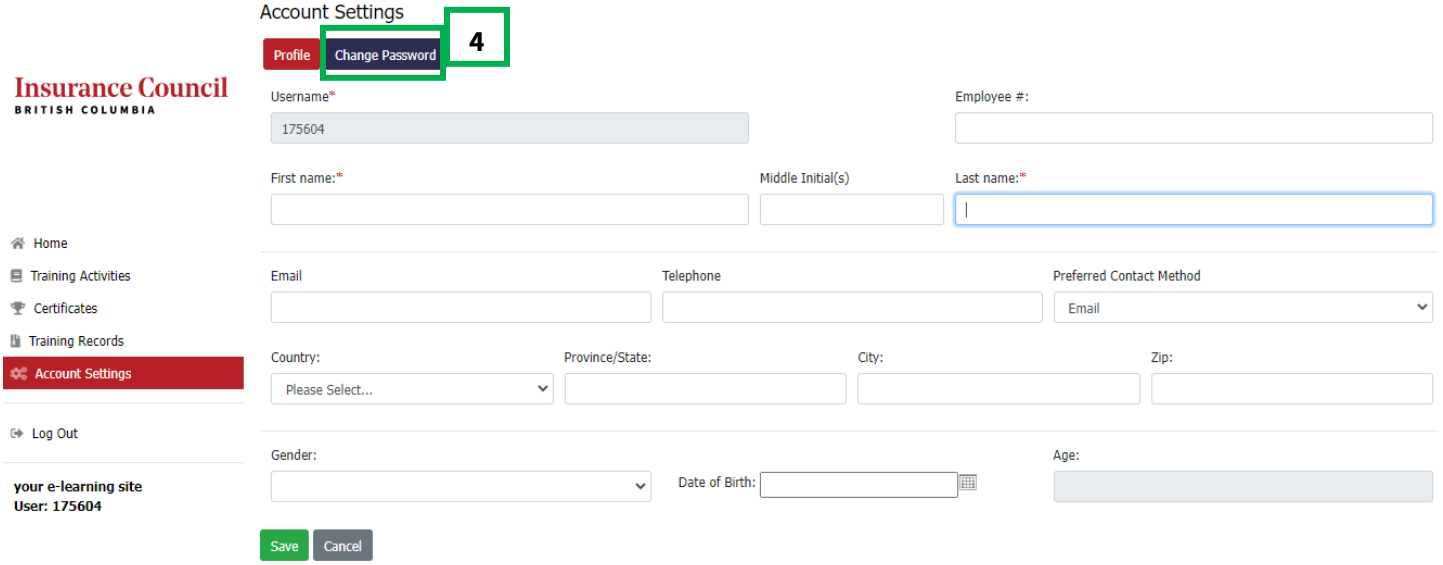
Step 2: Enter your log in details for the Learning Management System (found in the email referenced above) **(A)** and click **"Login" (B)**.



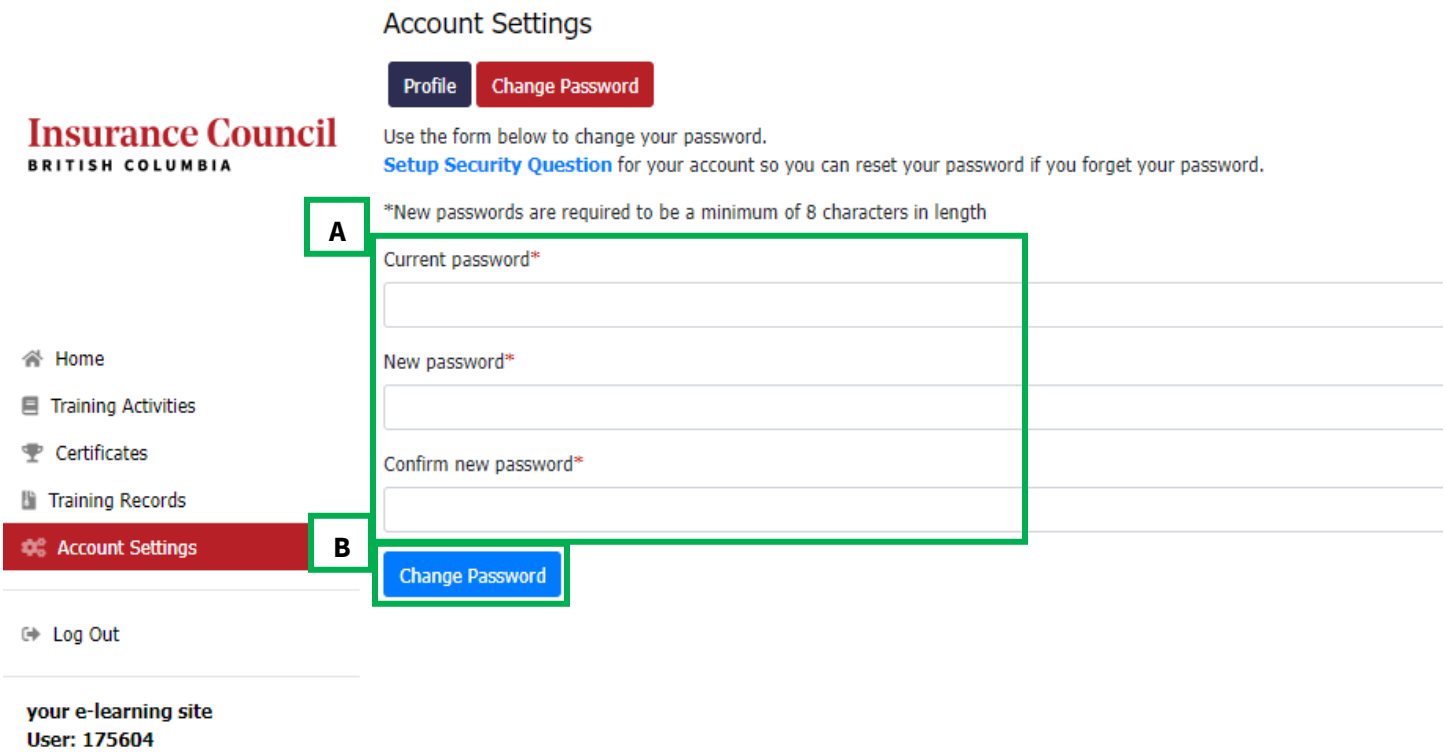
Step 3: On the left-hand side of the home page, click on **"Account Settings."**



Step 4: Click **"Change Password"** in the top left-hand corner of the page.



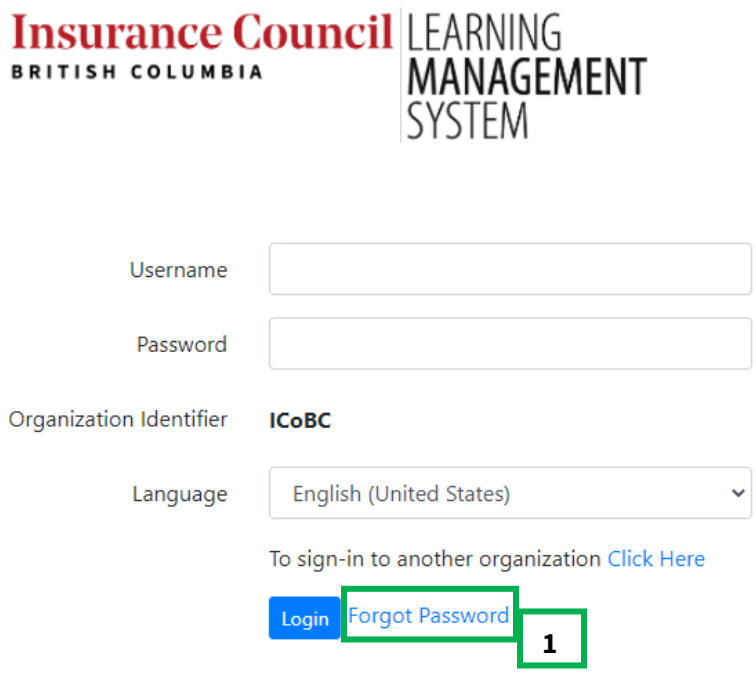
Step 5: Enter your current password, and your new password (and confirm your new password) **(A)**, then click **"Change Password" (B)**.



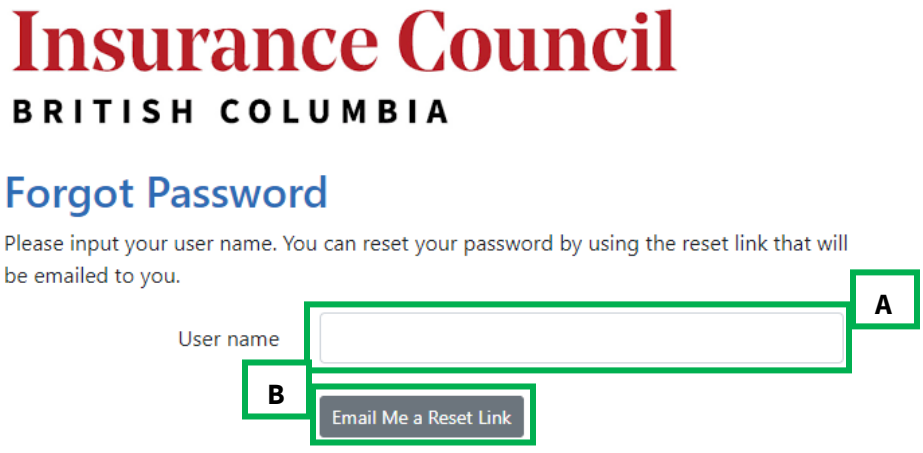
Resetting your Password in the Learning Management System

Should you forget your changed password for the learning management system you will need to reset your password using the following steps. If you have not changed your initial password it will be your birthdate (YYYYMMDD).

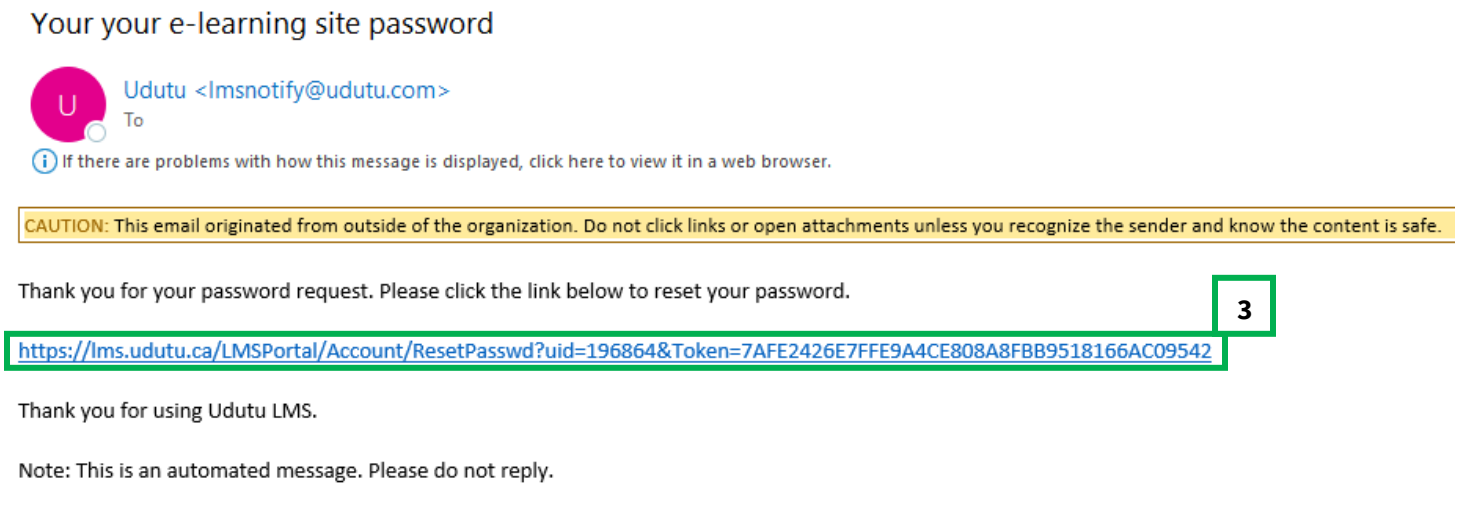
Step 1: Click on **"Forgot Password"** on the sign in page of the Learning Management System.



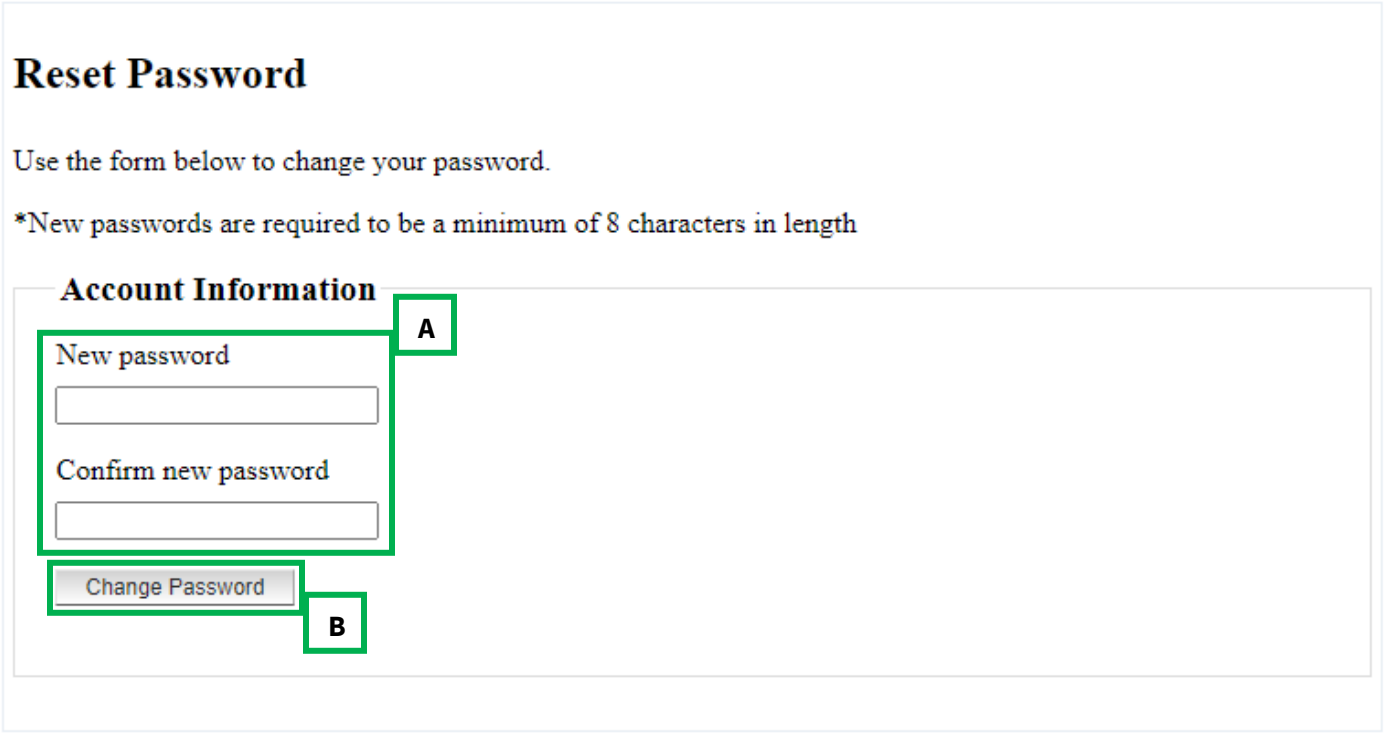
Step 2: Enter your username **(A)** and click **"Email Me a Reset Link" (B)**.
Your username was provided in the registration email (as seen in step 1 of "Accessing and Completing your course" above). If you cannot remember your username, please email education@insurancecouncilofbc.com.



Step 3: You will receive an email with a link. Click the link.



Step 4: Enter your new password and confirm same **(A).** Then click **"Change Password" (B)**.



Once your password has been successfully changed, you will be redirected to the login page.